

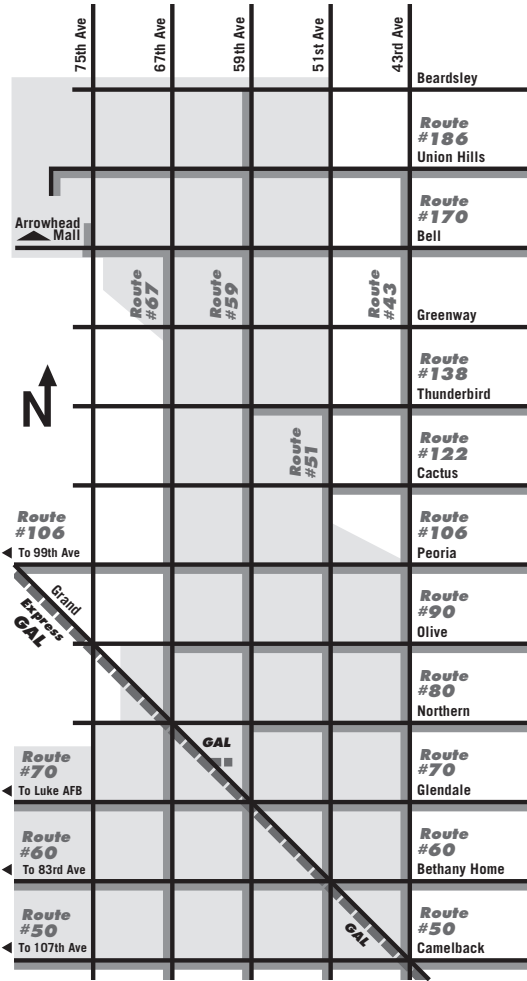
Fixed Route Bus Services:

Valley Metro Bus Fares: (one ride)
Local.....\$1.75
Discount Local.....\$0.85
Express.....\$2.75



For route and Transit Book information call
(602) 253-5000, or go to www.ValleyMetro.org

Bus Service Map showing service provided in
Glendale on weekdays, weekends and holidays.



**Express Routes run only Monday - Friday.

Important
Telephone Numbers

Request Dial-A-Ride Service
(623) 930-3500

Dial-A-Ride Information Line
(623) 930-3502

ADA Reservations
(623) 930-3515

Questions, Comments, or Problems
(623) 930-3501

Valley Metro Mobility Center
(602) 716-2100

Valley Metro Bus Routes
(602) 253-5000

Title VI Complaints/Information
(602) 253-5000



– Services Include –

- Dial-A-Ride
- ADA Reservation
- Taxi Subsidy
- Fixed Route



Glendale Transit
6210 W. Myrtle Avenue | Building S
Glendale, Arizona 85301

GlendaleAZ.com/Transit

Americans with Disabilities Act (ADA) Reservation Service:

What is ADA Reservation Service?

In compliance with federal regulations, Glendale offers an Americans with Disabilities Act (ADA) Reservation Service to eligible persons who, because of a disability, cannot use Valley Metro fixed route bus service. The ADA service covers the same routes and operates during the same hours as Valley Metro fixed route bus service. ADA trips can be booked for any purpose and riders need not divulge their intended purpose. Assistance to and from the door will be provided upon request.

Who can use the ADA Reservation Service?

Only ADA-certified passengers can use this service. To obtain further information on the certification process, please call the Valley Metro Mobility Center at (602) 716-2100.

Can anyone else use the ADA Reservation Service?

Yes. Attendants and companions of ADA-certified riders may also use the service when accompanying an ADA-certified passenger.

What if I'm a visitor to Glendale?

Visitors to Glendale who are ADA-certified from another jurisdiction may use ADA paratransit service for any combination of 30 days during any 365-day period beginning with the visitor's first use of service. Verification of eligibility status will be required prior to use of service.

What is an attendant?

An attendant is a personal care assistant who, in the determination of the ADA-certified passenger, must accompany him/her in order to make the trip safely. The need for an attendant is identified during the ADA-eligibility process. Attendants do not pay a fare.

What is a companion?

A companion is a person riding with an ADA-certified passenger who is picked up and dropped off at the same location as the ADA-certified passenger. Federal law states that one companion may accompany the ADA-certified passenger and must pay the same fare as the ADA-certified passenger. Additional companions will be accommodated as space allows.

ADA passengers must be 8 years old or older to use paratransit service alone.

What is a service animal?

A service animal is one that is trained to assist an individual with his/her disability.

In what area does the ADA Reservation Service operate?

The service operates within ¾ of a mile of fixed route bus service. ADA-certified passengers must be picked up and dropped off within the ¾ mile limit. The ADA service operates the same hours and days as the Valley Metro Bus Service. The fixed route service area can be found at www.valleymetro.org.

How much is the fare for ADA eligible passengers?

ADA Passenger.....\$2.00
ADA Companion.....\$2.00
ADA Attendant.....FREE
Transfer of ADA Passenger.....FREE

Exact fare is required, as operators do not carry change.

How do I request ADA Reservation Service?

Reservations are made on a prescheduled basis by calling (623) 930-3515 Monday through Sunday from 8 a.m. to 5 p.m. Requests for ADA service can be made up to 14 days in advance. Reservations must be made no later than 5 p.m. on the day prior to the requested service date. The ADA Reservation Service is not available on a same-day basis. Trip will be scheduled within 1 hour (before or after) requested time.

Telephone Hours

Weekdays & Saturday: 8 a.m. – 5 p.m.
(Calls are taken by an operator).

Sunday & Holidays: 8 a.m. – 5 p.m.
(Leave a message and an operator will call you back that day to confirm your reservation).

When leaving a message please give the following information:

- Name
- Telephone number
- Date and time service is needed
- Your pick-up location and destination.

Passengers can cancel an ADA trip by calling the ADA line during normal operating hours

(8 a.m. - 5 p.m., Mon - Sat). After hours and on Sundays, passengers can call (623) 930-3502 to cancel a trip by leaving a message giving your name, and the information about the trip that you wish to cancel.

For further information regarding ADA Services visit www.ValleyMetro.org/accessibility/mobility.

Dial-A-Ride

Dial-A-Ride Service (Demand Response):

A convenient curb-to-curb transit service offered 7 days a week to the general public.

- Service is provided throughout Glendale. (See Dial-A-Ride Service Area map)
- Same-day service is available Monday - Friday.
- Reservation is required for service on Saturday, Sunday and holidays.

To schedule a ride call (623) 930-3500 Mon. - Fri. 7 a.m. - 5:30 p.m. or Saturday 7 a.m. - 4 p.m.

- Your call may be placed on hold until an operator is available to assist you.
- When the operator answers, you will need to provide the following information:
Name of passenger, address of your pick-up location, address of destination, number of passengers, when you will be ready for pick-up, the appointment time if you have one, and if you need any special accommodations, such as a wheelchair lift

After providing the needed information, you will be placed on hold while your call is routed by a dispatcher who will then give you a 30-minute time frame in which the bus will arrive to pick you up.

- Saturday and Sunday service is by reservation only and requests for service (both to and from destination) must be made by noon on the Friday before the weekend.
- Holiday service is by reservation only and requests for service (both to and from destination) must be made by noon the working day before the holiday.

Fares: Fare prices are for one-way rides only

Regular (ages 14 – 64).....\$2.00
Seniors (65 years and older).....\$1.00
Riders with Disabilities.....\$1.00
Junior (ages 6 – 13).....\$1.00
Children (ages 5 and younger).....FREE

Groups of 4 or more paying passengers:

- Regular\$1.00
- Seniors, Disabled, Junior.....\$0.50

Our Operators do not carry change, so all passengers must have the exact fare when using Dial-A-Ride.

- Discount fare cards entitling seniors and passengers with disabilities to discounted fares are issued on the second Thursday of each month from 9 a.m. to 4 p.m. at the Glendale Transit office.
- Please call (623) 930-3500 for an appointment to have your photo taken at the Glendale Transit office for your discount fare card. The ride to and from our office to obtain your card are free.
- Discounts are also available for riders with Regional Transit Reduced Fare Certification cards and Medicare cards. A valid photo ID may be requested.

Important Scheduling Information:

- Dial-A-Ride passengers may call two hours prior to the time they want to be picked up. This should allow adequate time to be picked up and dropped off at the destination on time. Pick-up times may vary depending on the number of people requesting service at the same time.
- Reservations can be made up to one week in advance for medical and social service appointments, school and work, based on scheduling availability.
- Reservations for return trips can be made once you reach your destination (except weekends and holidays) – up to two hours prior to the time desired. Due to wait times, we strongly recommend passengers call to schedule return trips upon their arrival at their destination rather than waiting until they are ready to travel.
- Since passengers are sharing a ride with others, the bus usually will make several stops before taking you to your destination. Because of this, Dial-A-Ride cannot guarantee pick-up or drop-off times and cannot provide immediate service. Persons requiring a guaranteed time or immediate service should seek alternative transportation.
- The first week of the month is typically the busiest time for Dial-A-Ride services. To avoid long waits, try using the service at other times during the month, if possible.
- When the bus arrives at a passenger’s pick-up location, the bus operator will honk the horn to signal its arrival. The operator will wait two minutes, so please be ready when the bus arrives. Operators cannot leave their bus unattended to look for a passenger. Please be watching for the bus.

Special Assistance for Passengers:

- All Dial-A-Ride buses are wheelchair-lift equipped. Please notify the phone operator if you will need to use the wheelchair lift.
- When possible, reasonable requests for assistance with packages will be accommodated. Packages must weigh less than 50 pounds. Passengers are requested to not bring excessive amounts of packages on the bus.
- Small carts are allowed on buses if passengers are traveling with several packages. Packages must be contained in the cart in a safe manner so those items will not fall out while the bus is in operation.
- Buses are equipped with bike racks for the convenience of passengers. Please inform the phone operator if you will need to use the bike rack.

Dial-A-Ride Guidelines:

- No food, drinks or smoking are permitted on the bus. Water bottles with caps are permitted.
- Riders must be at least 10 years old to ride on the bus alone.
- Buses cannot leave the Glendale city limits – with the exception of travel to and from ASU West.
- Operators have the right to prohibit packages or other items that weigh more than 50 pounds or parcels they believe are too large, bulky or unsafe. Passengers with numerous packages may not be able to be transported. Additionally, hazardous items such as; gasoline cans, car batteries, oil, etc. are prohibited on the buses.
- Animals, except for service animals such as seeing-eye dogs, must be contained in a carrier or box that is secured and closed on all sides. Animal carriers/boxes must not block bus aisles or wheelchair securement areas. (See definition of service animal in the ADA section)
- All laundry must be contained for sanitary reasons.
- No-Shows (bus arrives but unable to locate passenger) and late cancel trips (trips canceled within 1 hour of pick-up time) are tracked and monitored. Trips can be canceled by calling the ride line at (623) 930-3500 or (623) 930-3510 during normal business hours. After hours, passengers can call (623) 930-3502 and leave a message to cancel a future trip. To obtain a copy of our No-Show policy, please call our office.

Taxi Subsidy:

- Glendale contracts with LIFE, Inc. to provide subsidized taxi rides for repetitive medical treatments. Call (480) 461-0068 for more information.

Notification of Services and Title VI Protections:

The city of Glendale is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A.

Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the city of Glendale’s transit services contractor, Valley Metro Customer Service Care center. All complaints received through Customer Service Care are documented and assigned to the appropriate transit staff and subrecipient for investigation in accordance with federal standards (28 CFR, Part 35 and FTA Circular 4702.1A). After the complaint is processed, a response (if requested) is sent to the customer filing the complaint and appropriate corrective action is taken.

For more information on the city of Glendale’s civil rights program and the procedures to file a complaint or to get if information in another language, customers are encouraged to contact Valley Metro Customer Service office at 602-253-5000.

